GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:4620
ANSWERED ON:19.12.2001
HIGH PRICES OF CONSUMER ITEMS IN KENDRIYA BHANDAR
ALE NARENDRA

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether consumer items available in Kendriya Bhandar particularly in Sector 3, R.K. Puram, are substandard and the prices thereof are higher as compared to the other branches of Kendriya Bhandar;

(b) whether the Government have received any complaints in this regard during the last three years;

(c) if so, the details thereof; and

(d) the steps taken or proposed to be taken by the Government to improve the quality of consumer items and also ensure equal prices in all these branches of Kendriya Bhandar respectively?

Answer

THE MINISTER OF STATE OF THE MINISTRY OF SMALL SCALE INDUSTRIES, MINISTER OF STATE IN THE MINIS PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS, MINISTER OF STATE IN THE MINISTRY OF PLANNING AND M OF STATE IN THE DEPARTMENTS OF ATOMIC ENERGY AND SPACE. (SMT.VASUNDHARA RAJE)

(a): No, Sir.

(b)&(c): Government is not aware of any complaints about individual outlets of Kendriya Bhandar. Since this is part of the day-to-day functioning of Kendriya Bhandar, the Government would not normally intervene in such matters.

(d): Following steps have been taken by Kendriya Bhandar to improve the quality of goods etc:-

- Generally consumer items of reputed brand or the brand demand by the customers are purchased.

- Sample of all the goods are subjected to test in lab before distribution in the stores to ensure quality of goods.

- Random samples are also picked up from the shelf of the stores for lab testing.

- Pre-paid suggestion cards have been provided in all the stores for complaints/ suggestions by the customers for corrective action.

- Surprise visits are also made by officers of the society to check malpractice, if any

- Goods are sold in stores through code number and the cash receipts are issued to, customers through electronic cash machine.

- Prices of goods are displayed on the notice board.

- Prices of goods are also printed in the print media on weekly basis.